AMENDMENTS:

Please amend claims 29, 33, 36, 40, 41 and 42 as indicated. Which amendments also effectively amend all the independent claims. A complete set of the claims is included below, reflecting added subject matter *(underlining)* and deleted subject matter *(strikethrough)*, as well as the current status of each claim.

1.– 28. (Canceled)

29. (Previously Amended) A process for controlling operations of an interface with a telephonic communication system including remote terminals for individual callers, wherein each of said remote terminals comprises a telephonic instrument including voice communication means and digital input means in the form of an array of alphabetic numeric buttons for providing data and wherein said telephonic communication system has a central capability to automatically provide call data signals indicative of called number identification data (DNIS), said process including the steps of:

receiving said call data signals indicative of called number identification data automatically provided by the communication system (DNIS) including a called number dialed by individual callers to select a specific operating format from a plurality of operating formats within said operations of the interface and identification signals relating to the callers;

selectively providing verbal prompts to callers in accordance with said specific operating format based on the identification signals;

receiving data entered by the callers from said remote terminals in response to said verbal prompts wherein at least certain of said data ~~may~~ also

- 2 -

serve<u>s</u> to identify the callers and **<u>for one group of callers,</u>** certain data **<u>properly</u>** comprises a precise number of digits that always total a **<u>specific</u>** particular numerical value;

providing a database computer to store received data for callers to update callers' files that maintain a historical record for each caller, the received data stored in a form having an identifiable relationship to each caller and for use in subsequent processing, the database computer including verification means for credit verification of said callers, in accordance with said specific operating format.

30.   (Previously Added) The process of claim 29 wherein after verification of credit, information is provided to a caller in verbal form based on one or more messages stored therein in digitized form.

31.   (Previously Added) The process of claim 29 further including the step of providing verbal prompts to a caller for encouraging the caller to enter an order in touch tone form, and detecting and storing an order so detected.

32.   (Previously Added) The process of claim 31 further comprising a step of receiving a request for operator assistance in touch tone form and transferring the call to a live operator in response thereto.

33.   (Previously Amended) A process for controlling operations of an interface with a telephonic communication system including remote terminals for individual callers, wherein each of said remote terminals comprises a telephonic instrument including voice communication means and digital input means in the form of an array of alphabetic numeric buttons for providing data and wherein said telephonic communication system has a central capability to automatically provide call data signals indicative of called number identification data (DNIS), said process including the steps of:

receiving said call data signals indicative of called number identification data automatically provided by the telephonic communication system (DNIS) including a called number dialed by individual callers to select a specific operating format from a plurality of operating formats within said operations of the interface;

generating sequence data relating to transactions with at least certain callers and storing the sequence data;

providing verbal prompts to said callers in accordance with said specific operating format from a plurality of predetermined messages and for receiving data from said callers in response to verbal prompts wherein **for one group of callers,** at least certain of the data including caller identification data is checked to determine that the caller identification data **properly** comprises a precise number of digits that always total a **specific** particular numerical value; and

providing a database computer for storing said data for said callers received in accordance with said specific operating format in a form having an

identifiable relationship to each caller, said data stored to update a file for each of said callers that maintains a historical record for each caller and is used for subsequent processing, said database computer further including a credit verification means, and wherein the database computer automatically accesses the credit verification means for credit verification of said callers based on said data received from said remote terminal apparatus.

34.   (Previously Added) A process in accordance with claim 33 wherein at least one of said operating formats formulates purchase transaction data.

35.   (Previously Added) A process according to claim 33 wherein said step of receiving data from said callers has identifiable relationship to each caller is in accordance with a selected operating format.

36.   (Previously Amended) An analysis process for use with a communication facility including remote terminals for individual callers, wherein each of said remote terminals comprises a telephonic instrument including voice communication means and digital input means in the form of an array of alphabetic numeric buttons for providing data and wherein said communication facility has a capability to automatically provide calling number identification data for at least certain of said individual callers, said analysis control system comprising:

providing verbal prompts to callers;

receiving data for callers from said remote terminals in response to said verbal prompts wherein **for one group of callers,** at least certain of the data **properly** comprises a precise number of digits that always total a particular numerical value;

providing a database computer to receive said data for callers and storing the same in a form having an identifiable relationship to each caller, the database computer maintaining a record with historical data on each of the callers including name and address data and the database computer including verification means for credit verification of said caller based on said data received for callers including credit card number and expiration date data; and

testing said calling number identification data **by verification and** to specify a **stored** basis for entitlement defining a limit on use, for restricting the extent of access to said system for a respective one of said certain of said individual callers.

37.   (Previously Added) A process in accordance with claim 36 wherein after verification of credit, information is provided to a caller in verbal form based on one or more stored messages.

38.   (Previously Added) A process in accordance with claim 37 further comprising a step of providing verbal prompts to a caller for encouraging the caller to enter an order in touch tone form, and receiving an order in touch tone form and detecting and storing the order so detected.

39.   (Previously Added) A process in accordance with claim 37 further comprising a step of receiving a request for operator assistance in touch tone form and transferring the call to a live operator in response thereto.

40.   (Previously Amended) An analysis control process for use with a communication facility including remote terminals for individual callers, wherein each of said remote terminals comprises a telephonic instrument including voice communication means and digital input means in the form of an array of alphabetic numeric buttons for providing data and wherein said communication facility has a capability to automatically provide calling number identification data for at least certain of said individual callers, said analysis control system comprising:

providing verbal prompts to said callers from a plurality of predetermined messages and receiving data from said callers in response to verbal prompts wherein **for one group of callers,** at least certain of the data **properly** comprises a precise number of digits that always total a particular numerical value;

providing a database computer for storing said data from said callers to update a historical record for each caller including name, address and prior transaction data relating to the caller in a form having an identifiable relationship to each caller, said database computer further including a credit verification means, and wherein the database computer automatically accesses the credit verification means for credit verification of said callers based on said data received from said remote terminal apparatus; and

testing said calling number identification data **by verification and** to specify a **stored** basis for entitlement defining a limit on use, for restricting the extent of access to said system for a respective one of said certain of said individual callers.

41.   (Previously Amended) A process for controlling operations of an interface with a telephonic communication system including remote terminals for individual callers, wherein each of said remote terminals comprises a telephonic instrument including voice communication means and digital input means in the form of an array of alphabetic numeric buttons for providing data and wherein said telephonic communication system has a central capability to automatically provide call data signals indicative of called number identification data (DNIS) and calling number identification data, said process including the steps of:

receiving said call data signals indicative of called number identification data automatically provided by the communication system (DNIS) including a called number dialed by individual callers to select a specific operating format from a plurality of operating formats within said operations of the interface;

providing verbal prompts to callers to said specific operating format;

receiving data for callers to said specific operating format from said remote terminals in response to said verbal prompts wherein **for one group of callers,** at least certain of the data comprises a **specific** precise number of digits that **properly** always total a particular numerical value;

storing said data with an identifiable relation to each caller to update a historical record on each caller for subsequent processing;

testing said calling number identification data **by verification and** to specify a **stored** basis for entitlement defining a limit on use, for restricting the extent of access to said system for a respective one of said certain of said individual callers

performing a credit verification on each caller based on data received for callers.

42. (Previously Amended) An analysis process for use with a communication facility including remote terminals for individual callers, wherein each of said remote terminals comprises a telephonic instrument including voice communication means and digital input means in the form of an array of alphabetic numeric buttons for providing data and wherein said communication facility has a capability to automatically provide calling number identification data for at least certain of said individual callers, said analysis control system comprising:

providing verbal prompts to callers;

receiving data for callers from said remote terminals in response to said verbal prompts wherein **for one group of callers,** at least certain of the data **properly** comprises a precise number of digits that always total a **specific** particular numerical value;

storing said data for callers with an identifiable relationship to each caller to update a historical record on each caller including name, address and prior transaction data relating to the caller;

testing said calling number identification data **for verification and** to specify a basis for entitlement defining a limit on use, for restricting the extent of access to said system for a respective one of said certain of said individual callers; and

performing a credit verification on each caller based on data received for callers.